

## The Virtual Gateway

# Intake Statuses



There are two type of statuses reported through the Virtual Gateway:

- Application Submission Status
- Eligibility Determination Status

Click here to access **Eligibility Determination Status**

Application Search Results:

		Head of Household					
Application Number	Submission Status	Last Name	First Name	Submit Date	Last Updated Date	Last Modified By	View Status
<a href="#">120922</a>	Submitted	Bailey	Carol	06/24/2005		user16	<a href="#">Status</a>
<a href="#">120919</a>	Incomplete	Smith	Sue		06/24/2005	user18	<a href="#">Status</a>
<a href="#">120903</a>	Submitted	Cardone	Gina	06/24/2005		user2	<a href="#">Status</a>
<a href="#">120902</a>	Submitted	Doe	Cheryl	06/24/2005		user1	<a href="#">Status</a>
<a href="#">120901</a>	Submitted	Snapple	Tabatha	06/24/2005		user9	<a href="#">Status</a>
<a href="#">120900</a>	Submitted	Marshall	Jordan	06/24/2005		user8	<a href="#">Status</a>

Application Submission Status

### Application Submission Statuses:

Submission statuses convey the status of the information being transferred from the Virtual Gateway to the respective HHS program. The definitions and set conditions of these status types are defined as follows:

Status	Definition	Set Conditions
Error	There is a problem with the application data that requires manual intervention.	This status is set when the application is submitted, but was not received by the HHS program.
Incomplete	Application has been started and suspended (saved), but not submitted.	This status is set when the Suspend Application feature is used.
Received	Application has been received by the HHS program.	This status is set once the application has been received by the HHS program's information system.
Submitted	Application has been sent from the Virtual Gateway to the HHS program.	This status is set when the application has been submitted to the HHS program, but the program has not received the application.

**Note:** Applications that are Incomplete and have not been viewed or modified for 60 days will be deactivated and will not be accessible through the Virtual Gateway. Applications that have been Received or Submitted will be listed in the Application Search results for one year from the date of submission.

**Eligibility Determination Statuses:**

Eligibility Determination statuses convey the status of the application as it progresses through the determination process:

***Child Care***

<b>Status</b>	<b>Definition</b>	<b>Set Conditions</b>
Waitlist	Applicant has been placed on the wait list for child care services.	This status is set if the applicant initially appears to be eligible for Child Care Services.
Denied	Applicant has been rejected for services.	This status is set if the applicant does not meet the program eligibility criteria.
Pending	Application is being processed.	This status is set once the Virtual Gateway sends the applicant information to the HHS program.

***Department of Mental Retardation (DMR)***

<b>Status</b>	<b>Definition</b>	<b>Set Conditions</b>
In Process	An application is In Process once after the intake has been printed from the Inbox and is undergoing DMR eligibility determination.	Once the application is assigned to a Regional Eligibility Specialist, the In Process status will be entered.
No Response/ Withdrawn	An application is considered as No Response when the DBR Regional Eligibility Specialist fails to connect with the applicant by phone or mail repeatedly. An application is considered Withdrawn when an applicant declares an intention not to pursue his/her application.	Once the Regional Eligibility Specialist reports the No Response/Withdrawn circumstances to the Regional Eligibility Coordinator, this status will be entered.
Application Process Completed	The application will be considered completed after the DMR Regional Eligibility Team has made a determination on the application and a determination notice has been sent to the applicant by mail.	Once the Regional Eligibility Psychologist has made a determination of eligible/ineligible and the Regional Eligibility Manager has sent a notice to the applicant, the status of Application Process Completed will be entered.
Pending Agency Response	Since this is a default status, it applies to those applications still in the Inbox not yet opened by a DMR Regional Eligibility Team.	Once an application has arrived in the Inbox but not yet opened by the Regional Eligibility Team.

***Elder Affairs***

<b>Status</b>	<b>Definition</b>	<b>Set Conditions</b>
Pending Agency Response	The elder service agency may not have been able to contact the individual to schedule an appointment within the time frame of 3 business days.	This may be due to experiencing telephone issues (telephone tag, constant busy signal, disconnected phone, number change, etc.). Also, maybe pending service authorization.
In Process	The referral has gone to the information and referral (I&R) department in-box.	It will be opened, printed out, entered onto the I&R database, and sent to the appropriate case manager for follow-up.
Application Process completed	The case manager has determined that the individual is eligible for services and is in process of setting up service delivery.	Home care worker shortage may delay service start dates. Applicant ineligibility determined.
No Response/ Withdrawn	The individual does not respond to the agency call for the home visit process. The applicant decides that he/she does not want any services from the agency.	All consumers have the right to accept and refuse services unless deemed incompetent by legal processes.

**Food Stamps**

Status	Definition	Set Conditions
Active	The individual is eligible to receive a monthly Food Stamp allotment.	This status is set once the eligibility determination process is completed and the applicant meets the eligibility conditions for Food Stamp benefits.
Closed	The individual is no longer eligible for the Food Stamp Program.	This status is set when it is determined that a person receiving Food Stamps is no longer eligible for benefits. This status is used when an applicant was in Active status, but is no longer eligible for the Food Stamp Program
Denied	The individual is not eligible to receive a monthly Food Stamp allotment.	This status is set after the eligibility determination process has been completed and the applicant's circumstances do not entitle him/her to Food Stamp benefits.
Ineligible	The individual is no longer or is not eligible to receive Food Stamps.	<p>This status is set in two instances.</p> <ul style="list-style-type: none"> <li>During the initial eligibility determination, this status is set if the individual is not eligible due to their non-citizen status or if the individual is not eligible due to a Food Stamp program violation (for example, fails to meet the work program requirement).</li> <li>This status may also be set when an individual loses his/her initial eligibility due to a violation of a Food Stamp Program rule. In this case, the program participant was in Active status, but due to the program violation, has lost eligibility and his/her status is changed to Ineligible.</li> </ul>
Pending	Application is being processed.	This status is set once the Virtual Gateway sends the applicant information to the HHS program.

**MassHealth**

<b>Status</b>	<b>Definition</b>	<b>Set Conditions</b>
Approved	Application has been approved.	This status is set after the eligibility determination process has been completed and the applicant's categorical and financial program circumstances entitle him/her to benefits.
Denied	Application has been denied.	This status is set after the eligibility determination process has been completed and the applicant's categorical and financial program circumstances do not entitle him/her to benefits.
Referred to MEC for processing	Applicant already has previously applied to or been enrolled in MassHealth.	Regardless of age, this status is set if the applicant's Social Security Number already exists in the MassHealth system because s/he has previously applied to or been enrolled in MassHealth. Any updates to this person's eligibility will be associated with their previous record
Pending	<p>Application is being processed.</p> <p>Application has been imported into the MA21 system and is waiting for verifications</p>	<p>This status is set once the Virtual Gateway sends the applicant information to the HHS program. The eligibility determination process may be in progress. In this case the "reason" field on the Virtual Gateway will be blank.</p> <p>The "reason" field on Virtual Gateway will contain either of the following:</p> <ul style="list-style-type: none"> <li>• "Verifications Pending" for unverified Earned and Unearned Income, Assets and Third Party Recovery information</li> <li>• "DDU Pending" for unverified disability statuses</li> </ul>
Closed	Applicant had been receiving MassHealth benefits but is not any longer.	This status is set if the applicant had been receiving a benefit and now that benefit has been terminated.




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**Massachusetts Commission for the Blind (MCB)**

Status	Definition/ Set Conditions
Pending Agency Response	MCB has not yet responded to the application
In Process	MCB has sent information about registration as legally blind to the applicant and has either not yet had a response or is reviewing the medical information to make a determination.
Application Process completed	The agency has either: determined that the applicant is legally blind and transmitted the information to a case manager or has determined that the applicant is not legally blind and notified the applicant and the reporting doctor
No Response/ Withdrawn	The applicant or the applicant's eye doctor has failed to submit a medical report of legal blindness within 90 days.

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**Massachusetts Rehabilitation Commission (MRC)**

Status	Definition	Set Conditions
Application Process Completed	Client has signed a formal application and been assigned to a caseload.	Consumer has been contacted by an area office and has followed through with signing an application for VR services through the MRC. Consumer's eligibility for VR services will be determined within 60 days of signed application.
No Response/ Withdrawn	There has been no follow through from the consumer.	After the Referral has been received the office will contact the consumer according to their specific business process. If the consumer does not respond within 30 days the referral will be withdrawn
Pending Agency Response	Referral has been made through VG2	Referral has been sent to the appropriate inbox and will be read within 1 business day.
In Process	Referral has been read, printed, and acted upon.	MRC has received the referral and is attempting to contact the consumer to arrange for orientation and formal signing of application for VR services.

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***Soldiers Home Chelsea/Holyoke***

	Definition	Set Conditions
Application/ Inquiry Process Completed	Veteran likely eligible for services	<ul style="list-style-type: none"> <li>MA residency established</li> <li>DD214 submitted</li> </ul>
No Response/ Withdrawn	Client not eligible or chose to not pursue services	<ul style="list-style-type: none"> <li>Not resident of MA</li> <li>Not honorably discharged</li> <li>Did not serve required amount of military time</li> </ul>
Pending Agency Response	Application mailed	Waiting for application to be returned complete
In Process	Application submitted	<ul style="list-style-type: none"> <li>Medical records reviewed</li> <li>Level of care requirements determined</li> <li>Pre-admit interview scheduled</li> <li>Facility tour</li> <li>Nurse evaluation</li> </ul>

***Women's Health Network Descriptions***

Status	Definition	Set Conditions
Pending	A status of Pending means the applicant has expressed interest in the WHN program(s), but must pass additional screening to determine eligibility.	The status for all applications to WHN will automatically be set to Pending by the Virtual Gateway since there is no integration with WHN's information system.

The Virtual Gateway will update the eligibility determination status to Pending immediately. No further updates will be reported.

**WIC**

	<b>Definition</b>	<b>Set Conditions</b>
Pending Agency Response	A status of Pending means the application has arrived in the WIC DPH inbox	The Virtual Gateway will automatically set to the status for all applications to WIC Pending since there is no integration with WIC's information system.
Forwarded to WIC Local Agency (switch to forwarded after clicking on print)	Application is opened and reviewed by WIC DPH staff.	If applicable, application is faxed to local agency. Zip code tables are use to determine local program.
Categorically Ineligible	Application is denied because applicant does not meet categorical criteria.	This status is set after the eligibility determination process deems the applicant dose not meet the categorical eligibility criteria.
Currently enrolled in WIC	Applicant is enrolled in the WIC program	This status is set if the applicant's name exists in the WIC database because s/he is enrolled in the WIC program.
Certified	The applicant was determined to be eligible to receive monthly WIC benefits.	This status is set once the eligibility determination process is completed and the applicant meets the eligibility conditions for WIC benefits.
No response/ Withdrawn	Applicant does not enroll in the WIC program.	Contact could not be established with applicant or applicant refused benefits.